

Supply Chain Management - Goods and Services Acquisition

Welcome to the Enterprise Applications Due Diligence Survey! Your thoughtful response to this survey will help the Commonwealth to gather information to evaluate potential opportunities to re-engineer and re-solution common processes in the Commonwealth. Your input and information is vital for this project's success. Your response is due in five business days. To produce the most successful response, please read these instructions thoroughly.

Please answer the survey questions as fully as possible using existing policies, procedures, systems, data and professional experience. If you cannot answer a question using these resources, you are not expected to go to unusual lengths or use untested methods to gather information. Simply indicate, where possible, that the information is not available.

If your response does not fit into the space available or you have other information that you would like to provide, please contact Bob Haugh, Deputy Project Manager, (William.haugh@vita.virginia.gov, 804/344-8790) for assistance.

If you cannot complete the survey in one sitting, you can save the work you have already entered. Pressing the "Next" button at the bottom of each page both moves you to the next page and auto-saves each page as you complete it. Note that the survey page you are working on will not be saved until you click "Next," so you must click "Next" when you have finished the page if you have to stop and return later. When you re-enter the survey through your e-mail link, you will be returned to where you left off.

If data is not readily available or if you have to do some research to fully complete the survey, you can skip questions and come back to them. Please complete the survey to the best of your ability and press the "Submit" button to store your survey in the survey database. You can come back to your survey through your e-mail link and change your answers if the data becomes available. You are free to edit your submitted survey until we close the survey site. Please remember that every time you edit your survey after the first submission, you must press the "Submit" button again to record your changes. (Clicking the "Next" button will not auto-save pages when you are editing a previously submitted survey. Simply press "Submit" again.)

Thank you. We greatly appreciate your participation!

This document contains respondents between 1 and 38 inclusive.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

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2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

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3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
eVA Vendor Registration - It is difficult to get vendors to register and agree to pay the 1% fee.
2.
eVA Vendor Registration - For vendors that do not register, agencies must pay the 1% fee if used.
3.
eVA Vendor Registration - For some vendors that are the sole source of the service (publications, sole source systems), vendors will not register and agencies must bear the cost of the 1% fee.
4.
SWAM Vendor Registration - It is difficult to get SWAM vendors to register on eVA or to register as a SWAM vendor.
5.
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5. Please describe your top five recommendations to improve your procurement processes.

1.
eVA staff should devote time to registering vendors.
2.
SWAM staff should devote time to registering SWAM vendors.
3.
For vendors that are the sole source of the good or service (publications, sole source systems) that we must use, these vendors should be excluded.
4.
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5.
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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 75,000

Comments

Budget includes one procurement officer and one part-time assistant. Procurement area is also responsible for facilities management and telecommunications.

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 4,700,000

Comments

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9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

With the exception of "technology" contracts, we have no issues with state-wide contracts. Technology contracts include a 5% add-on fee to VITA, which impacts agency budgets.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☒ Goods
- ☒ Services

12. Please identify up to five improvements for eVA.

1.

Assistance with vendor registration.

2.

Better commodity identification for vendor searches.

3.

More streamlined approval for technology purchases.

4.

Reduction in agency costs for non-registered vendors.

5.

Exclusions for publications and sole source vendors.

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☐ Agency financial system

☐ Work order system

☐ Inventory system

☒ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No. The current procurement process does not require any redundant or double data entry.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.5
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

1

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

1 %

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

700.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

15.00

Contracts In Place

75.00

Percentage Annual with Yearly Options

100 %

26. What processes are used to monitor vendor performance?

For contracts - annual vendor evaluation required from responsible division.
Vendors supplying goods and services are monitored as used on a manual basis.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
For contracts, performance is tracked annually unless interim problems occur. Vendors supplying goods and services are tracked manually as used.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 1,000,000
of Users
3
Greater than \$5,000
1

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
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31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Title 2.2, Chapter 43 of the Code of Virginia - Virginia Public Procurement Act.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☒ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Use of eVA and the American Express SPCC

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

Both by Organization supported and for complex procurements by function

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

eVA's inability to interface w/other business functions

2.

Restriction/Prohibition on AMEX card usage w/o inputting into eVA . This causes double entry and is extremely inefficient.

3.

Too much time and resources spent meeting administrative procedures and reporting not required by VPPA. i.e. SWAM, AMEX, Dashboard which are not directly related to actual procurement duties.

4.

eVA is too focused on auditing requirements and reporting and purchasing functionality is secondary.

5.

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5. Please describe your top five recommendations to improve your procurement processes.

1.
Use of AMEX SPCC should be allowed up the \$5,000 threshold w/o input into eVA-
saving time and resources.
2.
Make eVA's response time between screen shots quicker than the 2 minutes we are
currently experiences.
3.
Authorize the procurement professionals to make business decisions as to which
process eVA vs. AMEX SPCC makes the most economical sense and value to
COVA.
4.
Force eVA to make the 3-way match or at least a 2-way with a limited \$ threshold.
5.
"over" receiving against an eVA purchase order must be pre-approved by the Buyer
prior to close-out.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 341,886

Comments

Purchasing office for all DSA agencies, DDHH, DBVI, VRCB, VBPD, WWRC, DRS

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 50,000,000

Comments

Includes DSA 262, 263,702,751,606, and 203

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Manadatory use of eVA when the AMEX SPCC could hae been utilized which use would have saved time.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	not turned on
Reverse Auction	No	not authorized for use by DPS for this agency

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

☐ None

☐ VITA Technology Orders Only

☒ Goods

☒ Services

12. Please identify up to five improvements for eVA.

1.

Speed

2.

Combine SWAM

3.

Receiving currently allows for the "over" receipt fo goods and services w/o purchasing approval.

4.

Interface w/CARS for payment functionality.

5.

Interface with FAACS, LAS, VAPS for reporting purposes.

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☒ Agency procurement system

☒ Agency financial system

☒ Work order system

☒ Inventory system

☒ Contract management system

Other

Developing a new Financial system and a new e-Requisition system is being piloted.

14. Please describe any other supporting systems not previously listed.

1.

VRIS client purchasing system

2.

agency specific vendor table

3.

Comet- internal financial system

4.

Starbase

5.

HP 3000 internal accounting, payment and reporting system

6.

ILevy a Social Security Administration accounting, financial and reporting system

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

1. AMEX card usage- stop this requirement of putting it into eVA too. 2. eVA requisitions can not be turned into Quick Quotes when required. 3. e-requisition will require that the data is cut and pasted into a eVA.- Dummy down eVA to allow for endusers without procurement experience pass on basic requirements and specifications w/o having to be trained as buyers.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

%

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

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19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.3
Band - 3	3.0
Band - 4	2.1
Band - 5	.4
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	.0

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 800

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

4

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

10 %

23. What percent of purchase orders require a change order?

Percentage (%)

2 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

8,500.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

300.00

Contracts In Place

750.00

Percentage Annual with Yearly Options

60 %

26. What processes are used to monitor vendor performance?

Compliant to Vendor Form, Contractor Evaluation Form, Contract Renewal Evaluation Form, Contract Administrator's file notes.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Price Correctness, meeting specifications, delivery, proper invoicing, handling of shortages, breakages, and returns and also freight/shipping issues.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 2,700,000
of Users
208
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
e-requisition system is now being piloted sucessfully and will go online shortly.

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

NO, as long as "Client" purchases which are currently exempt from the VPPA remain so. Agency has purchased a \$3 million system to meet Federal Reporting Requirements. the eVA system would not meet this reporting requirements.

32. If you have any other concerns or comments about this functional area, please include them here.

A non-vendor, non-specific requisition can not be handled with eVA as currently configured. Also eVA does not meet agency business practices-agency must change to meet eVa not always a wise decision.

Please contact me directly for additional information: James H. Gregory, VCO
Purchasing Manager, 662-7516 or James.Gregory@drs.virginia.gov

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

However, there are multiple persons with Small Purchase Charge Card

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

Two buyers are responsible for all purchasing/it is not divided

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
Finding sources for SWAM vendors that are certified
2.
eVa- slowness of system
3.
Too time consuming to find SWAM vendors for single quote purchases
4.
DMBE certification process too long and time consuming for vendors. Penalizes agency for expediting purchases, especially low dollar purchases.
5.
eVa vendors not receiving electronic orders. No way to confirm when vendor has received the order until checking for delivery

5. Please describe your top five recommendations to improve your procurement processes.

1.
Eliminate SWAM requirements for purchases up to \$5000.
2.
Purchases made with vendors that have not been certified with DMBE, should be counted in our SWAM figures.
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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 550,000

Comments

goods and supply purchases and copier contract costs

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 0

Comments

PFA not included

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Mandatory contract pricing on items that can be purchased locally at a lower price.
We can sometimes obtain goods from another vendor quicker than the delivery time mandated on the contract.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	No	We are interfaced with FMS and key directly to FMS
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	N/A, we have no need for this function

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
Speed
2.
Make process for looking up commodity code and UOM easier
3.
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4.
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5.
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**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☐ Contract management system
- Other
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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

There are some very limited VITA purchases which requires dual entry. (about 5 since transformation inception).

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

%

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

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19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

2

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

%

23. What percent of purchase orders require a change order?

Percentage (%)

5 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

1,800.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

23.00

Contracts In Place

23.00

Percentage Annual with Yearly Options

100 %

26. What processes are used to monitor vendor performance?

Evaluation sheet submitted to Contract Administrator each year at time of renewal for comments for the past period.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
This is tracked by the Contract Administrator throughout the contract period for those specialized services that were purchased for their use.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 892,788
of Users
38
Greater than \$5,000
22

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
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31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Agency Procurement Manual
CAPPS manual
SWAM and SPCC requirements

32. If you have any other concerns or comments about this functional area, please include them here.

Q#27 22 staff have monthly SPCC card limits of 5000. No employees have single transaction limits on their card

Q#20 Info not available

Q#18 Funds not budgeted by department

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Centralized with delegated authority within the single quote limits.

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
Not enough staff to deal with eVA training & issues.
2.
Not enough staff to deal with SWAM training, research and issues.
3.
Keeping current on professional development to deal with constant changes in laws & policies.
4.
Constant feedback required to end-users with delegated authority to teach them the value of eVA, SWAM and P-cards and how the Procurement staff adds value beyond those things.
5.
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5. Please describe your top five recommendations to improve your procurement processes.

1.
Guidance from DGS/DPS on how to teach end-users how they add value so that we can Procurement staff can be most effective for the agency
2.
Hold DMBE and eVA more accountable to each other or remove such high SWAM mandates.
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4.
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5.
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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 250,000

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 4,500,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

- Mandatory dollar and/or minimum order quantities
 - long lead times
- restrictive delivery or other requirements
- mandatory SWAM contracts to help reach 40% goal

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Not available yet
Reverse Auction	No	Have not had appropriate procurement to test

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
ability to submit PR w/o vendor data
2.
have an agency use only field that will print internal coding
3.
faster ordering processed once PR is submitted & approved
4.
ability to issue change orders to VITA orders even if they've been received against
5.
from "swoosh" page, tab to Registered Vendors

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☒ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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13.
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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Yes, for Finance/Accounts Payable and for our in-house contract management database.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

20 %

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

5 %

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	2.0
Band - 5	1.0
Band - 6	.4
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 2,400

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

4

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

5 %

23. What percent of purchase orders require a change order?

Percentage (%)

3 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

3,500.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

15.00

Contracts In Place

240.00

Percentage Annual with Yearly Options

75 %

26. What processes are used to monitor vendor performance?

Assignment of contract administrators; written feedback to procurement; annual evaluations of vendors

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Assignment of contract administrators; written feedback to procurement; annual evaluations of vendors

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 900,000
of Users
95
Greater than \$5,000
1

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
paper process & eVA in place.

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Virginia Public Procurement Act of the Code of Virginia.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

procurements over \$5,000 are handled by the agency procurement office

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

Work is distributed to professional buyers according to their work experience.

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

Training agency staff on how to use the eVA procurement system and updates to system.

2.

Working with suppliers to get them to register in eVA and with DMBE.

3.

Auditing and monitoring procurement transactions within the agency to assure procurements are processed according to state law, state procurement policy and agency policy.

4.

Addressing procurement violations within the agency and educating staff on the policy and laws concerning the violation.

5.

Pulling data for monthly and quarterly reports for various reports required such as SWAM and Dashboard.

5. Please describe your top five recommendations to improve your procurement processes.

1.

Increasing the dollar threshold requiring quotes from a women or minority supplier to be \$2,000 to \$5,000 (one quote from a women/minority). This is very time consuming for low dollar procurements.

2.

SWAM commodities should be revisited and the following commodities should be exempt from discretionary spends: educational books when purchased from the publisher or sole supplier, newspapers, publications for educational and library purposes, mandatory state contract, mandatory source contracts and sole source procurements.

3.

Dept of Purchase and Supply awards should be awarded to more SWAM suppliers to help the Commonwealth meet the percentage of spend to SWAM suppliers.

4.

Remove small from the SWAM equation because many of the small business are upset with agencies because emphasis is on women and minority suppliers.

5.

Software that can be only ordered on-line and with a charge card should be considered a point of sale and should be exempt from eVA and from VITA.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 200,000

Comments

Including salaries and benefits.

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 6,013,685

Comments

Above estimated amount is based on figures from finance and includes grant funds.

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

The greatest impact state wide contracts have for agencies is that it reduces the agency's opportunity to build SWAM expenditures because of the lack of SWAM suppliers awarded a contract.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	Due to the types of commodities we purchase.

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Quick Quote should have a feature to issue an addendum. The only option now is to cancel and re-solicit.
2.
Fix the VBO modular so it is easier to fill out. Down load is slow. Publish date and closing date results in numerous errors before you can get the request to submit.
3.
Fix the non-catalog modular so when line items are added only one purchase order is created. At the present time the only way this can be accomplished is by copying the line over and over until you have the number of lines needed to create the order and then editing each line to correct the information.
4.
Add a function to allow procurement managers to assign orders that come into the buyers in box and identify the buyer that it was assign to without opening the order.
5.
Develop a report to pull eVA data and CARS data to create a SWAM quarterly and monthly report.

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

RAVEN is an internal finance system.

14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Since our agency is within a correctional facility there are locations that do not have high speed internet and therefore cannot use eVA. These locations create an agency requisition and the information is entered into eVA by a professional buyer and processed. Once high speed internet service is available this redundancy will be eliminated.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

25 %

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	3.0
Band - 5	
Band - 6	.5
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

3

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

10 %

23. What percent of purchase orders require a change order?

Percentage (%)

3 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

2,000.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

2.00

Contracts In Place

6.00

Percentage Annual with Yearly Options

6 %

26. What processes are used to monitor vendor performance?

Contract administration is done mainly by the end users. Larger contracts are monitored by an assigned contract administrator. In the event there is a problem the complaint is reported to the purchasing department and is resolved by a professional buyer.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Tracking is done by contract administration and vendor complaint forms.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 3,369,017
of Users
130
Greater than \$5,000
2

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
Not all our sites have internet access, so about 1/3 of requests are paper requisitions.

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

This process has many federal requirements concerning our Title I funds and our federal grants. Too many to try and explain here.

32. If you have any other concerns or comments about this functional area, please include them here.

We need less restrictive requirements for those vendors who refuse to register in eVA. The Commonwealth (read Governor's office) should make it mandatory to do business not rely on each agency to take the hits.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Approvals for all procurements come thru Pickett location

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

Only One Buyer assigned to this agency-no staff help

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

Too many duties & reports for one person to keep up with

2.

One Buyer does not work well for a Medium Size Agency

3.

Orders still get stuck

4.

Supply Room Punch-Out Catalog does not work at times

5.

Can't order business as directed-have to use attachments due to DSN phone #'s not having area codes

5. Please describe your top five recommendations to improve your procurement processes.

1.

Develop Procurement Staff of at least 2, possibly 3

2.

Putting Accounting Codes in eVA seem un-necessary

3.

Get rid of eVA - nothing wrong with old way (KISS)

4.

.....

5.

.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

.....

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 14,000,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Needed Item Availability - sometimes a state contract does not have "exactly" what the end user needs.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	Not sure what or how to auction

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.

Speed

2.

Approval Flows need revising

3.

Too many emails for one order

4.

Get ALL emails, even though it's under my approval rate but it still asks for my approval whether than the person who put the order in (if under \$2,000)

5.

More info on vendors (phone-fax #'s, contacts)

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☒ Agency financial system

☐ Work order system

☐ Inventory system

☐ Contract management system

Other

Excel Spreadsheets

14. Please describe any other supporting systems not previously listed.

1.

Agency Cash Management System-good as long as Payables enters proper FIN

2.

3.

4.

5.

6.

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10.

11.

12.

13.

14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

1)Redundant Approvals are a problem under EVA.
2)Entries into my Excel Spreadsheet are easier for looking up orders. Since eVA assigns random numbers there is no way to organize them efficiently. With my POWriter System (old method) I had access & reports for all orders done in one place.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

25 %

Entry of Agency data into other non-Agency systems

40 %

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	10.0
Band - 2	5.0
Band - 3	5.0
Band - 4	2.0
Band - 5	2.0
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

2

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

2 %

23. What percent of purchase orders require a change order?

Percentage (%)

30 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

500.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

82.00

Contracts In Place

82.00

Percentage Annual with Yearly Options

10 %

26. What processes are used to monitor vendor performance?

Individual Contract Administrators are assigned (usually the End User) to each contract issued. The End User works closer with the project/contractor and let's me know if there are any problems

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
<p>Contractor Evaluation Form supplied by the APSPM.</p> <p>Also, delivery receipts are within ordered stipulation. End users provide written compliants if preformance is unacceptable</p>

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
<p>Total Annual Procurement Spend (\$)</p> <p>\$ 2,191,241</p> <p># of Users</p> <p>20</p> <p># Greater than \$5,000</p> <p>0</p>

30. Are you using a manual or paper process for purchase requests?

☒ Yes

☐ No

Comments

Only for Exempt Purchases

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

The federal contracts require that certain federal clauses and stipulations be included for contracts in excess of \$50,000 and other unique requirements for individual contracts.

32. If you have any other concerns or comments about this functional area, please include them here.

When well qualified vendors have been requested to register in EVA, SWAM and other compliance stipulations they said forget it; the cost of conducting business with the state far exceeded their profit margin. Others have stated that the cost for all this extra stuff will be buried somewhere not only once but maybe 10 times, so the Commonwealth taxpayers are really getting hammered for EVA SWAM and other compliance. So much for reducing the cost of goods and services that are being bought.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

spot purchases and term contracts

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
eVA issues
2.
SWAM issues
3.
VITA regulations
4.
Inability to consider cost in evaluation of professional svcs.
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
Make eVA more user-friendly
2.
Eliminate eVA vendor fees
3.
Revise SWAM requirements to allow mtg. goals without burdensome small dollar requirements
4.
Develop value analysis unit within DPS
5.
Leverage procurement power through mandatory State contracts

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 0

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 275,000

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 12,000,000

Comments

Approximate

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

The non-mandatory use of contracts for high volume goods and services dilutes the Commonwealth's purchasing power resulting in prices that are less competitive.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.

Periodically save documents during "compose"

2.

Eliminate vendor fee as funding mechanism

3.

Make data entry more user-friendly, less complex

4.

Allow additional exemptions for small or certain local purchases

5.

.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☐ Agency financial system

☐ Work order system

☐ Inventory system

☐ Contract management system

Other

none

14. Please describe any other supporting systems not previously listed.

1.

n/a

2.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

.....

Entry of Agency data into other non-Agency systems

.....

Entry of Agency data into other Agency systems

.....

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	3.0
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 4,500

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

5

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

%

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

700.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

41.00

Contracts In Place

216.00

Percentage Annual with Yearly Options

100 %

26. What processes are used to monitor vendor performance?

A contract administrator is appointed to monitor most large contracts. Contract officer contacts vendor to resolve reported complaints. Users are contacted for input.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Record of complaints and subsequent corrective action maintained in contract file.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 500,000
of Users
13
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

VPPA. Some Federal grant awards are governed by grant-specific regulations.

32. If you have any other concerns or comments about this functional area, please include them here.

Procurement continues to be affected by executive and legislative changes such as preference laws, SWAM requirements and exceptions for various agencies from procurement rules.

Note Re: #6 - Agency has unlimited delegated purchasing authority but survey will not allow this response.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

By goods and services

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

Difficulty in using the e-VA system

2.

Requirements for SWAM procurement

3.

Difficulty in finding multiple vendors for specific commodities

4.

Procurement of goods and services through VITA

5.

.....

5. Please describe your top five recommendations to improve your procurement processes.

1.

Increase the number of statewide contracts with SWAM vendors

2.

Improve SWAM certification process and information available to user agencies

3.

.....

4.

.....

5.

.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 0

Comments

Procurements are performed as a portion of several positions job duties

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 1,500,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Will be used in the future
Reverse Auction	No	May be used in the future

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Improve processing speed and down time
2.
Approval process is cumbersome
3.
Shorten and make easier the time it takes for new vendors to register
4.
.....
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

none

14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

none

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	1.0
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

3

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

5 %

23. What percent of purchase orders require a change order?

Percentage (%)

2 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

575.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

25.00

Contracts In Place

25.00

Percentage Annual with Yearly Options

50 %

26. What processes are used to monitor vendor performance?

Contracts are monitored by the program manager in accordance with the written contract language.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
n/a

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 521,425
of Users
14
Greater than \$5,000
1

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
e-mail or verbal request

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

none known

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☒ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

Poor tracking system for purchases to accounts payable

2.

Lack of "smart" integrated purchasing, payment, budget computer system

3.

Maintaining workforce competence in eVA

4.

Registering all vendors with eVA

5.

Locating competitive, certified SWAM vendors

5. Please describe your top five recommendations to improve your procurement processes.

1.

Electronic integrated purchasing, payables, budget, asset

2.

Hire additional help in purchasing

3.

Train employees on eVA and purchasing

4.

Improve the paper trail from purchasing to payables and assets

5.

Become more centralized purchasing

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 7,800,000

Comments

Includes fixed, variable, discretionary, & non-discretionary

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 7,800,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Our staff use all Commonwealth - wide contracts for cost and time savings to the agency.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Advised by DGS representative not use it
Reverse Auction	No	Advised by DGS representative not use it

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input checked="" type="checkbox"/>	Goods
<input checked="" type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.

Users want eVA to be easier to understand and use

2.

Improve catalogs

3.

Improve the commodity code table and usage

4.

Stop self reporting burden on agencies

5.

Combine eVA purchasing with payment functionality

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☐ Agency financial system

☐ Work order system

☐ Inventory system

☐ Contract management system

Other

None available

14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Not on the purchasing side. We do make all entries for payments into CARS.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

%

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.6
Band - 4	1.2
Band - 5	1.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

1

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

5 %

23. What percent of purchase orders require a change order?

Percentage (%)

3 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

700.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

75.00

Contracts In Place

50.00

Percentage Annual with Yearly Options

10 %

26. What processes are used to monitor vendor performance?

A contract administrator is assigned for every contract and purchase order. The CA must monitor and approve the vendor's final work before payment is made.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
CA documents performance and uses our one full time purchasing officer to help when needed to bring vendor into compliance. Use DGS for assistance too.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 900,000
of Users
150
Greater than \$5,000
3

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input type="radio"/> No
Comments
Don't understand this question. Responses don't match ?

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None I know about. VPPA guides Virginia's procurement.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

One professional buyer for the Agency

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

SPCC card. Payment card or Purchasing card?? After a Purchase, the PO still must be processed thru eVa unless point of sale. The reconciliation of the SPCC is time consuming and should not be duplicated thru eVa.

2.

eVA. It is mainly a confirming ordering process that we must go through. Captures money spent but not by category. Very little actual "buying" goes thru eVa.

3.

DMBE certification and mandatory usage. It is not feasible to on every purchase have to look up a vendor. We buy the same items weekly but still must see if there are any new DMBE certified vendors. We should be granted a 30 day or 60 day lapse if there is none this week.

4.

When we are forced to utilize eVa the following happens regularly. A. PCO orders don't work correctly. The vendor sometimes sends an invoice while Purchasing is looking for the payment via AMEX. B. Quick Quote is anything but Quick or Easy. C. Commodity code does not match with what vendors might have selected therefore the QQ does not go to the proper vendors.

5.

Removal of surplus property. There are no step-by-step procedures on how to go about removing surplus property and disposing of property. There is the LAW to be followed but nothing to facilitate this process. Therefore surplus property accumulates while waiting for disposal approval or sale of property which can average three to four months of waiting.

5. Please describe your top five recommendations to improve your procurement processes.

1.
Improve Surplus property disposal procedures.
2.
Either do away with eVA or completely revamp. SEE BELOW item 12.
3.
Reports and searches in eVA need improvement.
4.
SPCC should be made a purchasing card not a payment card. Department of Accounting has imposed something on Purchasing via their contract with American Express that forces Purchasing to make PAYMENTS, not necessarily PURCHASES.
5.
If we keep eVA, then improve Quick Quote, commodity codes need to match with vendors and also make the Commodity codes the same throughout the system. Bob Seivert knows what this entails and means. Sometimes we have to use SECRET words to select the commodtiy code and other times the five digit code in required...confusing and inconsistent.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 100,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 104,213

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 4,966,941

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

We utilize the contracts when what they have is required, i.e. furniture, briefs, drugs, office supplies, copiers, light bulbs, computers.
These contracts work.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	We usually have a quote from a vendor and have already establish the purchase. This is used to confirm the already placed order and mainly just captures the eVA expenditures since it is mandatory that all PO's go thru eVA.
Quick Quote (Informal solicitation)	Yes	When it works, it is good. But too many vendors have the wrong commodity codes or else they have selected ALL state areas when there is no way they can provide the service to ALL.
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Provide Confirmation back to AGENCY that the vendor has received the PO.
Agency is often in the DARK not knowing if the order went thru eVA and ARIBA.
2.
Insure that credit card purchases (PCO orders) were and are actually processed as credit card purchases.
3.
Have all vendors re-establish and re-select commodity codes and areas of service that they can handle. Those that have chosen ALL have created a mess for using the system.
4.
The 1 percent transaction fee should be eliminated, especially when Agency uses the RO2 purchase orders. This is an added cost to agencies already strapped for doing their job. Some limit should be selected that if the Agency is really trying and achieving a high percentage usage thru eVa, why penalize them for the infrequent use of a non-registered vendor.
5.
Improve the commodity code search and look up.

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

.....

Entry of Agency system data into eVA

.....

Entry of Agency data into other non-Agency systems

.....

Entry of Agency data into other Agency systems

.....

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.3
Band - 4	.5
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 300

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

1

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

1 %

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

2,200.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

8.00

Contracts In Place

16.00

Percentage Annual with Yearly Options

50 %

26. What processes are used to monitor vendor performance?

Contract Administrators complete yearly evaluations or as needed if performance is unsatisfactory.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
See above.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 500,000
of Users
7
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

DMBE mandatory solicitation of at least one vendor for purchases under \$5000.
Over 95 percent of our purchases are under \$5000.

The mandatory utilization of eVA for "capturing spent funds" is not a purchasing tool.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

1 position agency supported

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

Total commitment required for agency purchases via eVA

2.

Total commitment required to utilize eVA vendors only

3.

Requirements to utilize small, women & minority vendors

4.

Employees and vendors buy-in and utilization of eVA

5.

IT requirements requires more % of time for no agency benefit.

5. Please describe your top five recommendations to improve your procurement processes.

1.

Need more exempt purchase requirements based on agency mission, size & operations (Example books)

2.

Small vendors should have premium registration for no more than \$25

3.

Require all SWAM businesses to register with eVA and be certified with Dept. of Minority Business Enterprises with one source, either DMBE or DGS. Both registration and certification will happen together.

4.

Remove requirement for SWAM review documentation for all purchases. Let agency achieve targets by their own methods.

5.

Reduce scorecard requirements for > 95% eVA. Let agency set acceptable targets.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 65,000

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 600,000

Comments

This is the estimate used for discretionary expenditures when setting SWAM targets.

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Minimum purchase requirements.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Functionality not rolled out to all state agencies.
Reverse Auction	No	DPS has not provided guidance on this.

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.

More accessibility to program/fund changes with accounting reports

2.

Immediate vendor registration notification

3.

Items ordered notified of mandatory/state contract purchase to purchase

4.

Interface with CARS for accounts payable processing and expenditure reports

5.

Customized reporting options

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☐ Agency financial system

☐ Work order system

☐ Inventory system

☐ Contract management system

Other

Excel

14. Please describe any other supporting systems not previously listed.

1.

Use Excel to prepare requisitions, then manual process

2.

Excel used to create AMEX purchase log

3.

Excel spreadsheet for procurement log

4.

Excel used to track encumbrances

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

50% of time engaged in entering data into log. Also then payments are manually keyed into log when the payment clears CARS. This could be automated.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.2
Band - 5	
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

2

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

%

23. What percent of purchase orders require a change order?

Percentage (%)

5 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

600.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

.....

Contracts In Place

.....

Percentage Annual with Yearly Options

.....

26. What processes are used to monitor vendor performance?

Informally track for future use.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input checked="" type="radio"/>
Price Changes	<input type="radio"/>	<input checked="" type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>

28. How is vendor performance tracked for performance evaluation?
None

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 60,000
of Users
3
Greater than \$5,000
2

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
manual

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

32. If you have any other concerns or comments about this functional area, please include them here.

P card processing is not efficient for small agencies. It increases the paperwork burden for the procurement officer and accounts payable. The reconciliation and coding requirements along with additional CAPP requirements do not increase efficiency as intended. Additional tracking systems must be created to obtain vendor information for SWAM. If "convenience" codes are used then additional budget tracking detail is needed. If they are not used, then the processing of the payment takes more time than normal vendor payments.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

Insufficient personnel to meet ever increasing work requirements and ever increasing reporting requests from other agencies

2.

General inefficiency and lack of normal computer system capabilities of the eVA system

3.

Requirement to use eVA for small dollar procurements of items more efficiently purchased by end user using small purchase card

4.

Limitations of usage of small purchase card to in person purchases

5.

Requirement to obtain SWAM pricing on small dollar procurements

5. Please describe your top five recommendations to improve your procurement processes.

1.

Additional staffing

2.

Establishment of dollar limit under which procurements can be made without SWAM and eVA requirements by any efficient manner

3.

Capability to use small purchase card for small dollar purchases via phone & Internet

4.

MAJOR reprogrammimg of the eVA system to make usage more user friendly and efficient

5.

Increased turn around time on required reporting of one-time non-scheduled projects to allow for proper reporting without negleting normal duties

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 423,643

Comments

Includes Purchasing, Budgeting, Mail Services, Vehicle Management, Dock deliveries, & Office Products Storeroom

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 2,727,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

No real problems with state contracts, prefer them to be optional use when at all possible, as many are.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	Use VBO section of eVA for formal bids
Reverse Auction	No	Not needed at this time

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.

Capability to enter ALL essential information on a single screen without having to repeatedly change from screen to screen to screen which is very inefficient and wastes time

2.

Capability to print ALL required information on the PO so that agency personnel can easily access information from the paper printout rather than having to go into the system and move through numerous screens to obtain essential information (commodity code number & description, cost code, sub-object code, project code,

3.

Capability to save non registered vendor information in the database for future usage by the agency. Having to repeatedly re-enter all this information is terribly inefficient; Capability to save a list of favorite vendors on a drop down list of 50-100 often used vendors

4.

Capability to directly data enter into ALL blocks rather than requiring selection via a series of screen changes that is extremely time consuming; capability to copy/cut/paste information rather than having to type everything; ability to format information in the description field rather than displaying a single long run-on sentence

5.

Search engine needs improvement; Server size need to be enlarged so system doesn't bog down so much; Modify ALL drop down lists on screen to list an increased number of favorite options - perhaps 20-30 rather than just the last 5

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Need to maintain a separate database log in order to locate POs and develop reports.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

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Entry of Agency system data into eVA

.....

Entry of Agency data into other non-Agency systems

.....

Entry of Agency data into other Agency systems

1 %

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

1

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

.....

23. What percent of purchase orders require a change order?

Percentage (%)

.....

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

900.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

350.00

Contracts In Place

.....

Percentage Annual with Yearly Options

1 %

26. What processes are used to monitor vendor performance?

Limited time by purchasing staff. Mainly rely on dock staff or end user for compliance issues.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Major complaints are filed with DGS/DPS on Vendor Complaint Form

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 666,176
of Users
80
Greater than \$5,000
45

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input type="radio"/> No
Comments
both - manual for occassional end users and direct entry into eVA for those that make frequent purchases

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not that I am aware

32. If you have any other concerns or comments about this functional area, please include them here.

Ever increasing work demands with with insufficient staff to accomplish the work results in some important work functions not being performed. Inefficiencies of the eVA system, requiremnts for SWAM on low dollar purchases, and inability to use small purchase card for phone and Internet procurements add to this problem.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

VITA - statewide procurement authority for IT

2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
eVA
2.
length of procurement process
3.
inability to quickly respond to changing IT markets
4.
vendor-specific solutions vs. market-driven solutions
5.
contract management resources and system

5. Please describe your top five recommendations to improve your procurement processes.

1.
eVA improvements or another real e-procurement system
2.
additional IT procurement resources
3.
Additional procurement methods for IT
4.
Increased centralization to leverage buying for IT
5.
Allow market to dictate IT solutions and drive pricing

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)
\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 2,400,000

Comments

centralized IT procurement function

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 50

Comments

Procurement of all IT for VITA in-scope agencies

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

VITA establishes statewide contracts for use by all public bodies for IT goods and services. VITA is able to leverage the buying power of agencies, institutions and public bodies to drive discounts and reduced pricing. Statewide contracts also provide a vehicle for VITA to govern enterprise architecture standards through establishment of these accessible contracts. 2.2-4304 of the VPPA allows public bodies to purchase from other public bodies' contracts if the procurement was done on behalf of other public bodies, this increases the risk of rogue IT buying and decreases centralization of IT procurement and leveraging.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	eVA provides catalogs from suppliers with which the Commonwealth has no contracts, therefore no terms, conditions, warranties, etc.
Quick Quote (Informal solicitation)	Yes	Same as above.
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	Preparing RFP in eVA requires use of commodity-code specific requests, not meant for solution-oriented RFPs.
Reverse Auction	No	Found it to be non-functional

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.

Improved e-procurement abilities

2.

Improved RFP preparation functionality - not commodity driven

3.

Prohibit non-contract suppliers from selling on eVA

4.

Improved reporting and spend access

5.

Require all orders to be tied to a contract #

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☒ Agency financial system

☒ Work order system

☐ Inventory system

☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Yes. VITA enters orders into eVA and Peoplesoft. All invoices go through Peoplesoft. This creates double entry - the systems cannot share information.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

25 %

Entry of Agency system data into eVA

10 %

Entry of Agency data into other non-Agency systems

5 %

Entry of Agency data into other Agency systems

5 %

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

%

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	3.0
Band - 4	3.0
Band - 5	7.0
Band - 6	24.0
Band - 7	2.0
Band - 8	1.0
Band - 9	
Contracted Labor	2.0

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

9

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

%

23. What percent of purchase orders require a change order?

Percentage (%)

%

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

.15

Contracts In Place

600.00

Percentage Annual with Yearly Options

60 %

26. What processes are used to monitor vendor performance?

Monthly reporting
Delivery
Customer Feedback
Acceptance Criteria
Payment Retainage

27. Do you monitor vendor's performance in connection with:

	Yes	No
On-time delivery	<input type="radio"/>	<input checked="" type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>

28. How is vendor performance tracked for performance evaluation?

Delivery, price, customer feedback

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?

Total Annual Procurement Spend (\$)

\$ 0

of Users

0

Greater than \$5,000

0

30. Are you using a manual or paper process for purchase requests?

☒ Yes

☐ No

Comments

.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

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32. If you have any other concerns or comments about this functional area, please include them here.

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1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
Staffing to handle state mandates such as SWAM, eVA, VITA, and PPEA
2.
eVA - VDSS uses Oracle Gov't Financials as its ERP. Approved POs are imported to eVA. Errors are sent to holding database rather than e-mail; there is no way to correct errors
3.
1% eVA fee requires numerous change orders to allow vendor credit on eVA fees
4.
eVA PIM exemptions too limited
5.
Need clear VITA policies and procedures

5. Please describe your top five recommendations to improve your procurement processes.

1.
Comprehensive VITA Procurement Manual
2.
eVA 1% fee assessed at invoice level resulting in fewer change orders
3.
Electronic signatures of (i.e., RFP, Sole Source Contracts, etc) procurement documents
4.
Development of an automated forms program for agencies to use for their particular forms programs. (VDSS maintains approximately 400 forms, including contracting with forms warehouse for inventory and distribution. VDSS must commit funds to forms inventory, staffing, and general administration. No capture of data for forms used for various VDSS programs such as Food Stamps, Medicaid, Foster Care, etc.)
5.
.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 100,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

.....

Comments

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8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

.....

Comments

Information not readily available.

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

1. VDSS does not receive credit for SWAM sub-contract usage of State Contractors (i.e., Temporary Personnel Services).
2. State contracts facilitate more efficient procurements (less administration; savings).

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	No	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	VDSS uses eVA for posting solicitations and awards
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Improve all aspects of Search Engine
2.
Make Data Management (administration) of eVA more user-friendly
3.
Centralized location to post Grants
4.
Financial Component
5.
Contract Management System - 1) All agency QuickQuotes should be viewable and amendable by any of the agency's procurement staff (not just the buyer who submitted QQ), 2) Agency procurement staff should be able to cancel QQ after closing, 3) Agencies with ERPs should be able to do change orders directly though eVA without going through ERP

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

1. VDSS maintains an MS Access database of agency's contracts.
2. "Bill-to" and "Ship to" addresses in eVA require double entry of same information.
3. Receiving is entered into Oracle and eVA for VITA in-scope items.
4. Double entry of orders into eVA and Oracle for VITA inscope items

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	2.0
Band - 5	4.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	2.0

20. What is the procurement training budget for the Agency?

Budget (\$)

.....

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

.....

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

.....

23. What percent of purchase orders require a change order?

Percentage (%)

25 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

2,743.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

312.00

Contracts In Place

470.00

Percentage Annual with Yearly Options

70 %

26. What processes are used to monitor vendor performance?

Contract Administrators are designated to monitor vendor compliance of the agency's contracts. Contract Administrators develop monitoring tools in accordance with federal and state regulations.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input type="radio"/>	<input type="radio"/>
Damaged Goods	<input type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input type="radio"/>
Price Changes	<input type="radio"/>	<input type="radio"/>
Partial Shipments	<input type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
See answer to, "What processes are used to monitor vendor performance?"

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 490,299
of Users
114
Greater than \$5,000
.....

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input checked="" type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

information not readily available

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

A small percentage if procurement is done at a remote location. Specialized land reclamation construction contracts are managed by staff in two locations with assistance from the central purchasing office.

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
Meeting Vita requirements
2.
Achieving sufficient SWAM participation
3.
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4.
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5.
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5. Please describe your top five recommendations to improve your procurement processes.

1.
None, system works well for us
2.
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3.
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5.
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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 100,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 85,000

Comments

This is a rough estimate based on the salary of persons completing procurement activity.

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 12,135,525

Comments

This includes payments to grantees (not typical procurements), IATs to other state entities, land reclamation construction contracts, goods, and services.

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Some Commonwealth-wide contracts result in poor service to Southwest Virginia locations.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Remove the fee charged to agencies for non-eVA purchases if the agency is over a compliance threshold.
2.
Match the SWAM designation in eVA with DMBE registration.
3.
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4.
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5.
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**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☒ Contract management system

Other

Fixed Asset System

14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Double entry is not required due to the electronic interface between DMME's ERP and the eVA system.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

1 %

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.1
Band - 4	.8
Band - 5	.6
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 2,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

7

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

1 %

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

2,422.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

59.00

Contracts In Place

59.00

Percentage Annual with Yearly Options

10 %

26. What processes are used to monitor vendor performance?

contractor evaluations

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Field inspectors measure performance for construction sites. The field inspector also completes a contractor evaluation form after the job is completed. DMME uses the DGS, DPS vendor complaint process when a vendor has not met contractual requirements.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 433,375
of Users
2
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?

☐ Yes

☒ No

Comments

.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

There are federal contractual requirements such as Hatch Act and Buy American Act found in various federal agencies' Financial Assistance Rules. Additionally, buyers of products using Office of Surface Mining (OSM) grant funds must complete an annual federal OSM Conflict of Interest filing.

32. If you have any other concerns or comments about this functional area, please include them here.

Our electronic system meets our needs and has been complimented on by APA auditors

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Utilize all forms

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

Centralized work unit

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
Attracting appropriate SWAM vendors while operating within the limit vendor pool in eVA.
2.
Discrepancies between DMBE & eVA registrations
3.
Significant time frame for DMBE registrations
4.
.....
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
Develop one central place for vendor registration with no fee to encourage participation (only 2% of VA businesses currently registered with eVA)
2.
Consider all e-commerce purchases as over the counter (e.g. no eVA fee for amazon)
3.
No agency eVA payments when vendors refuse to pay.
4.
.....
5.
.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

.....

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 247,000

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 37,000,000

Comments

not including utilities of 1.7 million

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

SWAM participation and available goods and services and lower costs

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)		
Reverse Auction		Only used once

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
Wider vendor pool
2.
One stop registration for DMBE/eva
3.
Free registration for vendors, no agency fees (especially when due to eVA accuracy issues)
4.
Better performance, user customerized reporting
5.
More user friendly (especially for non-purchasing people)

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☒ Contract management system

Other

.....

14. Please describe any other supporting systems not previously listed.

1.
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13.
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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No...some on VITA orders but relatively few

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

1 %

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

%

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.5
Band - 4	2.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

4

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

3 %

23. What percent of purchase orders require a change order?

Percentage (%)

3 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

700.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

.....

Contracts In Place

155.00

Percentage Annual with Yearly Options

67 %

26. What processes are used to monitor vendor performance?

Contract administration program with assigned responsibility to individuals to manage each contract.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Manual form

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 2,000,000
of Users
93
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input checked="" type="radio"/> No
Comments
Majority are through e-requisition module of FMS

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

VPPA

32. If you have any other concerns or comments about this functional area, please include them here.

Several answers left blank due to time constraints of the survey response.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
e-VA
2.
SWAM
3.
Small charge card
4.
reporting
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
changes to e-VA
2.
changes to SWAM
3.
changes to SPCC
4.
.....
5.
.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 17,000

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 15

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	No	small staff requires us to maximize our efforts on mandatory functions and most efficient methods. These e-VA functions if not mandatory are not efficient and economical
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	No	
eProcurement (Formal solicitation & contract administration)	No	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.

faster

2.

less agency reporting

3.

no agency fees

4.

Less steps to process a procurement

5.

.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☐ Agency financial system

☐ Work order system

☒ Inventory system

☐ Contract management system

Other

.....

14. Please describe any other supporting systems not previously listed.

1.

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2.

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13.

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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Procurement staff enter into federal financial system

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

10 %

Entry of Agency data into other Agency systems

25 %

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	2.0
Band - 5	
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 500

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

2

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

10 %

23. What percent of purchase orders require a change order?

Percentage (%)

5 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

39.00

Contracts In Place

.....

Percentage Annual with Yearly Options

60 %

26. What processes are used to monitor vendor performance?

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Through contract administration

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 1,400,000
of Users
8
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

--

32. If you have any other concerns or comments about this functional area, please include them here.

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1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

with some decentralized end user procurements under a Purchase Card Program up to \$5,000

2. How are professional buyers organized?

- ☒ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

Support for more eVA implementation, training, and ongoing end-user support that is geared toward our agency.

2.

Lack of payment processes in eVA or interface between eVA and CARS.

3.

Small, Woman, and Minority-owned Business (SWAM) Registration: There are still many SWAM vendors out there who are not officially registered with DMBE. We make efforts to encourage them to register, but it would help and would probably be more effective if DMBE provided more support in this area.

4.

Small, Woman, and Minority-owned Business Reporting: It would help us and probably be a lot more efficient if DMBE, DOA, eVA, and AMEX could come up with a more automated means to accurately report SWAM Utilization for each agency on a quarterly basis instead of each agency having to produce its own report.

5.

.....

5. Please describe your top five recommendations to improve your procurement processes.

1.

More and better eVA training geared toward our agency needs.

2.

.....

3.

.....

4.

.....

5.

.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

.....

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 47,258,000

Comments

The above figure is from FY 2004 and includes Partnership Project purchases of \$20,924,000 that will not be at this level when the project is completed in FY06.

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

In some cases, they are low bid and vendor performance is poor.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Planning to implement eProcurement Fall '05
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input type="checkbox"/>	VITA Technology Orders Only
<input checked="" type="checkbox"/>	Goods
<input checked="" type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
An interface with CARS and payment (three-way match) functionality in or interfaced with eVA.
2.
A better vendor lookup and view feature: Currently, you cannot see all information about a vendor in one place. Depending on what you are looking for, you have to go to several different screens or reports to access vendor data.
3.
The Commodity Codes need an overhaul.
4.
eVA upgrades need to perform better immediately and not make the system almost inoperable. Test thoroughly before implementation.
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☐ Contract management system

Other

a few Excel spreadsheets for term contract tacking and admin.

14. Please describe any other supporting systems not previously listed.

1.

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2.

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13.

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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Yes, but very limited. We have a few Excel spreadsheets that we use for tracking and administering approximately 140 term contracts. eVA does not have a feature for administering term contracts.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

1 %

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.0
Band - 4	
Band - 5	2.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 875

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

5

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

1 %

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

1,000.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

30.00

Contracts In Place

140.00

Percentage Annual with Yearly Options

60 %

26. What processes are used to monitor vendor performance?

No formal processes for monitoring overall vendor performance. Vendor performance problems are documented in our contract files as needed on a case-by-case basis, and we take action against poor performance when necessary.

27. Do you monitor vendor's performance in connection with:

	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?

No formal process for tracking performance. Vendor performance problems are documented in our contract files as needed on a case-by-case basis, and we take action against poor performance when necessary.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?

Total Annual Procurement Spend (\$)

\$ 622,445

of Users

75

Greater than \$5,000

0

30. Are you using a manual or paper process for purchase requests?

☒ Yes

☐ No

Comments

We primarily use electronic processes for purchase requests, however; about 1% are still paper requests.

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None that we are aware of.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
Cumbersome system issues (unnecessary approval levels)
2.
Uncoordinated vendor responses from VITA contracts
3.
Confusing VITA contracts (mandatory vs. optional)
4.
Slow response time on quote requests (VITA)
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
Streamline approval processes
2.
Establish a single point of contact (vendor) to standardize pricing structures
3.
Require 48-hour turnaround on single quote vendor requests
4.
.....
5.
.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 79,000

Comments

Note: Excludes costs such as rent, insurances, workers' compensation, telephones, and mainframe activity

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 79,000

Comments

See response to question # 7

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Most of our issues are VITA/DGS related. VITA should work more closely with DGS to standardize contracts and policies between the two agencies.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	NA

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
Streamline the approval processes
2.
Improve system response time
3.
.....
4.
.....
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

Excel

14. Please describe any other supporting systems not previously listed.

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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

0

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

5 %

23. What percent of purchase orders require a change order?

Percentage (%)

5 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

150.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

.....

Contracts In Place

.....

Percentage Annual with Yearly Options

.....

26. What processes are used to monitor vendor performance?

State vendor complaint process (Purchases and Supply)

Buyer telephone calls to vendors

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
It is not tracked; however,if problematic patterns develop with a vendor, DPB will direct future business to a competitor.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 60,000
of Users
3
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

This question should be address to the Department of General Services (Purchases and Supply) and to the Virginia Information Technologies Agency.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

there is only one

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
meeting SWAM goals
2.
getting aviation specialty vendors to register in eVA
3.
updating agency policies and training end users on changes
4.
determining and following correct procedure for construction
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
eliminate some redundancy in approval process
2.
receive training on construction procurement process
3.
.....
4.
.....
5.
.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 57,800

Comments

reflects only personal service costs of procurement staff

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 3,000,000

Comments

reflects FY 2004 activity

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

none

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	not yet available to all agencies
Reverse Auction	No	not yet available to all agencies

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
printed POs that display cost code info
2.
one click PO printing
3.
easier for vendors to find AMEX card info
4.
.....
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

none

14. Please describe any other supporting systems not previously listed.

1.
Excel PO log
2.
Aviation Accounting System
3.
.....
4.
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5.
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6.
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7.
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13.
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14.

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15.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

typing paper requisitions, Finance Director approval, info then typed in eVA and Finance Director approves again, eVA PO info entered into agency PO log, and AAS.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

7 %

Entry of Agency system data into eVA

5 %

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	1.4
Band - 5	.1
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 500

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

1

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

20 %

23. What percent of purchase orders require a change order?

Percentage (%)

10 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

700.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

8.00

Contracts In Place

13.00

Percentage Annual with Yearly Options

75 %

26. What processes are used to monitor vendor performance?

assignment of contract administrator

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>

28. How is vendor performance tracked for performance evaluation?
contract administrator

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 87,000
of Users
3
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Virginia Public Procurement Act, and federal regulations for grant funded procurements

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
eVA functionality - system speed and reliability
2.
eVa Vendors - Lack of for product needed
3.
SWAM reporting - still manual
4.
SWAM Vendors - Lack of for agency needs
5.
Procurement policy - Unclear Re: SWAM purchases

5. Please describe your top five recommendations to improve your procurement processes.

1.
Improve system speed and reduce dropped transactions
2.
Drop sign-up fees for new eVA vendors
3.
Make Swam Reporting electronically
4.
Offer some incentive for SWAM vendors to participate
5.
Issue clarifications on SWAM purchasing vs. lowest bidder

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 0

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 160,000

Comments

Primary salaries

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 39,586,798

Comments

Does not include actual claims payments by TPAs

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Complaints - costs are too high.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Limited to one order entry at a time. must log out for each.
2.
Need search feature on approval page by req. number
3.
Reports need to be more user friendly
4.
Have cost code field on summary page.
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system
- Other
.....

14. Please describe any other supporting systems not previously listed.

1.
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14.

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15.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

.....

Entry of Agency system data into eVA

.....

Entry of Agency data into other non-Agency systems

.....

Entry of Agency data into other Agency systems

.....

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.1
Band - 3	
Band - 4	.9
Band - 5	1.0
Band - 6	.3
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 5,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

1

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

1 %

23. What percent of purchase orders require a change order?

Percentage (%)

.....

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

400.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

3.00

Contracts In Place

13.00

Percentage Annual with Yearly Options

100 %

26. What processes are used to monitor vendor performance?

Audits

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Memos to file

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 150,000
of Users
4
Greater than \$5,000
2

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

32. If you have any other concerns or comments about this functional area, please include them here.

No

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

The Department of Corrections has both centralized and decentralized procurement. End User delegation is limited to Pcard use.

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

At DOC Headquarters and VCE the Buyers are organized based upon commodity. At DOC Institutions, the facility Buyer supports their facility.

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

Users understanding eVA functionality.

2.

Users understanding VITA rules and regulations.

3.

Users understanding complex contracts that DPS and VITA set-up.

4.

Meeting aspirational Supplier Diversity goals.

5.

Retaining procurement staff.

5. Please describe your top five recommendations to improve your procurement processes.

1.

eVA needs to be revamped to be more user friendly.

2.

DPS and VITA need to have mirror processes, approvals and forms.

3.

Statewide training programs needs to be developed to focus on three areas: Buyers (to include professional training and development), End-Users and Vendors.

4.

The Commonwealth needs to simplify the SWAM certification process and ensure that the DOA, DPS and DMBE data bases all report the same data for certified vendors.

5.

The Commonwealth needs to be more proactive in recruiting and retaining procurement professionals.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

.....

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 400,000

Comments

The above reflects the operating budget of the DOC Headquarters Procurement Unit. I do not have the ability to provide Budget information for the decentralized procurement operations within the DOC.

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 4,295,369,668

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Whether the contract is set-up to be a mandatory or optional use contract.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	Use is mandated.
Quick Quote (Informal solicitation)	Yes	Use is mandated.
Reports & Documents (Purchasing reports and documents)	Yes	DPS needs to offer classes on use of reporting functionality.
eProcurement (Formal solicitation & contract administration)	No	DPS needs to offer classes on this functionality. I understand many changes have been made since this functionality was first made available.
Reverse Auction	Yes	VCE has used this functionality. The first experience was a disaster - the Contractor defaulted.

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.

Improved VBO functionality for posting solicitations, etc.

2.

The basic e-Mall is too complicated.

3.

Standardize the use of NIGP commodity codes in eVA.

4.

Needs to have more spaces for expenditure approvals.

5.

Slow at peak business hours and when it rains!

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☐ Agency financial system

☐ Work order system

☐ Inventory system

☐ Contract management system

Other

The DOC is currently evaluating inventory systems to support warehousing operations. Also, VCE has an additional procurement system.

14. Please describe any other supporting systems not previously listed.

1.

Syteline is a procurement system used at VCE.

2.

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3.

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12.

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13.

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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No for all DOC agencies, except VCE which has redundant processes. VCE has a procurement system called Syteline. VCE has provided a separate survey response that is specific to VCE. See the VCE survey response for their answers to question #16.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	.0
Band - 3	4.0
Band - 4	35.0
Band - 5	2.0
Band - 6	1.0
Band - 7	.0
Band - 8	.0
Band - 9	.0
Contracted Labor	.0

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 15,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

35

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

.....

23. What percent of purchase orders require a change order?

Percentage (%)

.....

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

10,000.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

10,000.00

Contracts In Place

10,000.00

Percentage Annual with Yearly Options

5 %

26. What processes are used to monitor vendor performance?

Vendor Performance is monitored via Contract Administration.

27. Do you monitor vendor's performance in connection with:

	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?

A vendor's performance is tracked through contract administration. The Contract Administrator is charged with ensuring the Contractor adheres to the terms and conditions of the contract.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?

Total Annual Procurement Spend (\$)

\$ 17,000,000

of Users

495

Greater than \$5,000

4

30. Are you using a manual or paper process for purchase requests?

☐ Yes

☐ No

Comments

This is not a yes/no question! DOC Headquarters uses eVA online requisitioning and accepts no manual requisitions. DOC Institutions and Field Units still use manual requisitions.

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Any reengineering of procurement processes must be in compliance with the Virginia Public Procurement Act (VPPA).

32. If you have any other concerns or comments about this functional area, please include them here.

In the past four years, the eVA implementation, the VITA transition and the Commonwealth's Supplier Diversity initiative have all had a huge impact on how we procure in the Commonwealth. These changes have included limited training and no added resources for most agencies' procurement staff. Obviously the procurement process is important to the COV. We need to recognize the value of procurement professionals in the Commonwealth and provide the resources to get the job done (the millions paid to consultants for recommendations for leveraging the Commonwealth's power might have been better spent). Per DOC Accounting Unit, the information is not available to respond to question #21. I do not have information to respond to question #22 and I am not sure whether eVA can generate a report showing changes orders processed or not. Question 24 asks about the number of contracts processed, but does not give detail on whether this question is asking about Purchase Orders which are obviously contracts or whether the intent is term contracts.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☒ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Regional offices purchase up to \$5,000. Central Office purchase \$5,000 and up.
Equipment purchases at Central.

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

Staffing

2.

Procedural Changes, such as changing and increasing requirements.

3.

Agency end-users need to allow additional time for processing timeframe for purchasing within regulations.

4.

eVA limitatations and complexity

5.

SWAM goals

5. Please describe your top five recommendations to improve your procurement processes.

1.

Online Requisition

2.

eliminate eva and replace with an integrated application with full procurment, financial and asset accouting

3.

More assistance from DMBE. Ongoinging training for eVA vendors. More time and clarification on regulation changes.

4.

More training from DGS.

5.

.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 216,600

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 15,815,914

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Minimum quantity required.
Fewer contracts than in previous years.
Turn around time - delivery requirements such as Correctional Enterprise.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	reporting feature in eva is not good or user friendly
eProcurement (Formal solicitation & contract administration)	No	Oracle interface and post and award contracts through eVA after a manual solicitation.
Reverse Auction	No	Not applicable to date

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
Quicker response on problem solving.
2.
More timely and clearer communication of updates and the effects on eVA users.
3.
Online training of eVA related processes and topics
4.
Ability to see how vendors are registered in eVA and what commodities they are under.
5.
Assurances that automated orders are received by vendor

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☒ Contract management system

Other

.....

14. Please describe any other supporting systems not previously listed.

1.

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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	3.5
Band - 4	8.0
Band - 5	2.0
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,200

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

3

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

15 %

23. What percent of purchase orders require a change order?

Percentage (%)

15 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

1,400.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

45.00

Contracts In Place

82.00

Percentage Annual with Yearly Options

50 %

26. What processes are used to monitor vendor performance?

Contract administrator is assigned upon contract award and is to follow up on contractor performance during the contract period.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
Vendors complaint form or letters issued when corrective action is required.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 351,000
of Users
9
Greater than \$5,000
9

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
Paper form (7 parts)

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

--

32. If you have any other concerns or comments about this functional area, please include them here.

--

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

End users delegated procurement authority to \$5,000

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

Compliance with requirements to use SWAM vendors when only 5,000 vendors have been certified by DMBE.

2.

Requirement to use eVA for non-registered vendors.

3.

Vendor fees associated with eVA registration.

4.

Small vendor ability to comply with increase in general liability insurance from \$500,000 to \$1,000,000.

5.

Vendors not being accurately registered in eVA for commodity codes and geographic regions serviced.

5. Please describe your top five recommendations to improve your procurement processes.

1.

A concentrated effort by a single agency (DMBE) to contact vendors and encourage/assist them in becoming SWAM certified.

2.

Eliminate requirement to solicit one minority-owned or woman-owned business for purchases under \$5,000. Allow agencies to develop their own strategies to meet SWAM goals.

3.

Eliminate or reduce vendor fees associated with using eVA.

4.

Eliminate requirement for agency director/designee approval for color printing.

5.

.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 175,000

Comments

All but approximately \$5,000 of this amount is salary for 3 positions

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 10,000,000

Comments

This is FY04 data.

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Due to the de-centralized nature of procurement within our agency, our biggest issue is keeping staff informed on what is currently on contract.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	No opportunity to date.

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Add accounts payable function
2.
Quicker navigation on dial-up connection
3.
Eliminate vendor fees
4.
Make it a complete ERP system.
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system
- Other
.....

14. Please describe any other supporting systems not previously listed.

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13.

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15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Yes, state park field staff re-enter procurement data to budget tracking software. None of the redundant entry is performed by procurement staff. Solution is to make eVA a complete ERP system.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

%

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	2.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,300

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

2

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

10 %

23. What percent of purchase orders require a change order?

Percentage (%)

20 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

4,500.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

30.00

Contracts In Place

55.00

Percentage Annual with Yearly Options

75 %

26. What processes are used to monitor vendor performance?

Vendors are monitored on an order by order basis but there is no long term performance data tracked by the agency.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input type="radio"/>	<input checked="" type="radio"/>
Damaged Goods	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input checked="" type="radio"/>
Price Changes	<input type="radio"/>	<input checked="" type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>

28. How is vendor performance tracked for performance evaluation?
See response to question 25.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 3,300,000
of Users
211
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input checked="" type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Public Procurement Act

32. If you have any other concerns or comments about this functional area, please include them here.

The budget and procurement staffing items in this survey only include data for the Procurement Section located within the Division of Administration. Because of the de-centralized nature of our procurement function, several hundred agency staff are involved in the procurement process but there is no information available on what percentage of their time is spent on this function.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

We do not have multiple buyers

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
eVA is slow and cumbersome
2.
VITA involvement further slows down the process
3.
SWAM vendor goals are difficult to reach
4.
Not enough human resources to perform the work
5.
Unable to retain qualified procurement personnel

5. Please describe your top five recommendations to improve your procurement processes.

1.
Improve/eliminate cumbersome processes
2.
Make eVA more user friendly/understandable
3.
Hire additional procurement staff (classified FTEs)
4.
Provide better/more useful eVA/SWAM training
5.
Improve procurement process involving VITA

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 0

Comments

The procurement function is only a part of the Finance Office, which has an operating budget of \$67,000 (excluding personal services)

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 3,000,000

Comments

This amount fluctuates, depending upon the level of disaster response and recovery activities

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Availability of specific items/services needed; time-frame to procure

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	Additional agency reports are generated to enhance the reporting function
eProcurement (Formal solicitation & contract administration)	No	
Reverse Auction	No	Not yet needed

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
Easier to use by non-buyer staff
2.
Reduce cumbersome steps
3.
Improve speed of system
4.
Have DGS contact vendors to register in eVA
5.
More than one person can work on the same eVA order

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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14.

15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Information is entered into eVA, into the agency's Access database when a charge card is not accepted by an eVA vendor, and into the agency's charge card database to track payment data for billing reconciliation

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

15 %

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.5
Band - 4	
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

0

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

5 %

23. What percent of purchase orders require a change order?

Percentage (%)

2 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

1,000.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

14.00

Contracts In Place

42.00

Percentage Annual with Yearly Options

70 %

26. What processes are used to monitor vendor performance?

Vendor performance is not a problem and does not justify resources devoted to it.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input type="radio"/>	<input checked="" type="radio"/>
Damaged Goods	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input checked="" type="radio"/>
Price Changes	<input type="radio"/>	<input checked="" type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
It is not necessary based on the nature of our business needs.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 700,000
of Users
50
Greater than \$5,000
1

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
PRs required for all items that cannot be purchased on AMEX SPCC or Gold Card

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not to our knowledge.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Except for SPCC holders

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

Syteline interface with eVA, manual input still req'd.

2.

slow response time from eVA

3.

SWAM requirements on small purchases

4.

AMEX (SPCC)requirements related to eVA - not cost effective

5.

Dollar thresholds are too low for small purchase

5. Please describe your top five recommendations to improve your procurement processes.

1.

eliminate SWAM requirements for purchases below \$5000

2.

Expand "best value" procurements

3.

Raise approval levels

4.

eliminate AMEX (SPCC)requirements related to eVA -exempt from eVA input

5.

Give agencies greater control to enter into their own contracts

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 100,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 300,000

Comments

primarily salary/benefits of purchasing staff

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 32,000,000

Comments

n/a

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

n/a

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	n/a
Quick Quote (Informal solicitation)	Yes	n/a
Reports & Documents (Purchasing reports and documents)	Yes	n/a
eProcurement (Formal solicitation & contract administration)	Yes	n/a
Reverse Auction	No	n/a

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
ability to amend "quick quotes"
2.
shorten response time
3.
ad hoc people/vendors into the VBO
4.
clearly identify change orders so vendors don't mistake for an additional order
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☒ Work order system
- ☒ Inventory system
- ☐ Contract management system
- Other
.....

14. Please describe any other supporting systems not previously listed.

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14.

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15.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Some double entry required to/from eVA to/from Syteline. Enhance system interface.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

10 %

Entry of Agency system data into eVA

10 %

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

100 %

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	4.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.0

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

5

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

%

23. What percent of purchase orders require a change order?

Percentage (%)

%

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

.....

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

250.00

Contracts In Place

80.00

Percentage Annual with Yearly Options

25 %

26. What processes are used to monitor vendor performance?

customer complaint forms/ quality assurance reps

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>

28. How is vendor performance tracked for performance evaluation?
customer complaint forms/ quality assurance reps

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 720,000
of Users
52
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input checked="" type="radio"/> No
Comments
using Syteline for this function

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Virginia Public Procurement Act

32. If you have any other concerns or comments about this functional area, please include them here.

DP&S interpretation of the VPPA is too rigid/restrictive and doesn't encourage out of the box thinking.

Amount asked on page 7 are not readily available.

Of the contracts listed on pg 7, the 80 contracts are term contracts, the 250 new contracts are typically single purchases over \$50,000.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

working on having field offices with access to eVA. All office to be online with eVA by June 05

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

I am a one stop shop. I am the only purchasing professional for an agency of 300 + employees, This year approx. 12 million dollars will pass through my office this fiscal year..

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.

No automation outside of eVA nothing is linked have to print PO's for accounts payable, reqs have to be printed and signed. We need an erp system or something like it.

2.

Lack of staff. I am one person handling the entire agency. Including p-card, travel card, and lease agreements for field offices. Currently I have a part time for filing, assembling PO files, copying office related functions only.

3.

Additional education, training, certifications would be very helpful. Lacks of funds in the budget make this very hard to accomplish.

4.

Training new users to eVa and training with the p-card. Having to accomplish this mainly by phone or email.

5.

Reviewing AMEX logs, receipts in a very short time frame from receipt of bill to the due dated needed by AP. In addition the necessity of having to cross reference AMEX SWAM and Commonwealth SWAM.

5. Please describe your top five recommendations to improve your procurement processes.

1.

ERP System or some purchasing system: Currently we spend large dollar amounts processing a purchase order. A purchasing system will remove much of the paper now generated, and would lower operating costs and the number of people handling a paper driven system. It would also allow for electronic approvals, receivables, payables, surplus and inventory management. Ease of tracking contracts, vendor compliance would be a benefit.

2.

An additional full time purchasing person is needed for our Agency, especially as we expand to a second Care Center in the next two years and a possible third cemetery in the next five years.

3.

Having seminars in Southwest VA or access to web based seminars, web based classes, and most importantly teleconference meetings from Richmond would be very helpful and remove the high cost of travel and time away from the office. Updates with periodic hands on to changes in eVA would also be helpful.

4.

Having several training areas throughout the Commonwealth where training can be taken with hands on computers etc.

5.

Not sure what the solution is... this is just very labor intensive as it is right now.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 0

Comments

Procurement is lumped in with Central Administrations budget; Purchasing does not have a separate budget. I would like a separate budget to manage and learn how to manage.

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 12,000,000

Comments

In fiscal year 05 approx 12 million will pass through purchasing.

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Service factors- We are located in Southwest, VA and sometimes vendors are in the Richmond area and we have problems obtaining service for goods purchased. Higher cost of certain items on Commonwealth contracts, goods and or services can be obtained locally for less. Procedures in which a waiver may be obtained would be helpful.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	Better than it was.
Quick Quote (Informal solicitation)	Yes	Much better than it was.
Reports & Documents (Purchasing reports and documents)	Yes	Good however, more information on how to utilize to the fullest would be helpful.
eProcurement (Formal solicitation & contract administration)	Yes	Very good.
Reverse Auction	No	Have not had the opportunity to try this yet.

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☒ Goods
- ☒ Services

12. Please identify up to five improvements for eVA.

1.
Faster response time for order numbers.
2.
Easier to use Quick Quote
3.
Shop now catalogs have increased in number of vendors available
4.
Reporting tool, just would like additional training on this feature as it has changed.
5.
Response time for eVA problems, excellent.

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

None some system is very much needed.

14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Yes- From req to log (to keep track of the paper- end users log and purchasing log)
to generation of PO. Paperwork back to end user.
From receipt of goods coding to A/P to purchasing for a receiving report back to A/P
for payment, entry into A/P system.
We are not automated in any way we use excel spreadsheets, word
documents/tables so question # 16 does not apply

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

1

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

5 %

23. What percent of purchase orders require a change order?

Percentage (%)

3 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

1,774.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

19.00

Contracts In Place

19.00

Percentage Annual with Yearly Options

100 %

26. What processes are used to monitor vendor performance?

We currently rely on end user feed back.
This is with both goods and services.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
<p>Currently we have to rely on feed back from the end user. As more end users gain access to eVA, they will be required to submit receiving for goods or services they receive. Discrepancies can then be noted and will be more reliable.</p>

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
<p>Total Annual Procurement Spend (\$)</p> <p>\$ 866,910</p> <p># of Users</p> <p>17</p> <p># Greater than \$5,000</p> <p>1</p>

30. Are you using a manual or paper process for purchase requests?

☒ Yes

☐ No

Comments

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31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Do not know of any at this time.

32. If you have any other concerns or comments about this functional area, please include them here.

Item number 23 amount of purchase orders are based on this Agency from 7-1-04 to 5-16-05 (9 1/2 month period not for the entire fiscal year) The Virginia Department of Veterans Services is a new Agency as of 7-03; I obtained eVA access in August of 03. Fiscal year 05 will be the first fiscal year were eVA had been emphasized.

For question #18 I have one PT person in payband 3 and I am listed in payband 5. I am not sure if that answers the quesiton or not. Thanks

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

At the Central Office...Goods and services over \$100,000, All Sole Source, All Professional Services At the District level...Goods and Services under \$100,000, Unlimited authority for items on contract, Unlimited Emergency. End user can use charge cards/petty cash for procuremnts

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

combination of by procurement function and organizational unit supported depending on location

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
The requirement of some Mandatory sources, i.e. (Dept. of Corrections, VITA, DGS) does not always allow for timely and cost effective delivery of goods and services.
2.
Consistency of procurement process in a highly decentralized environment
3.
The limited availability of "certified" SWAM vendors who also want to provide goods and services
4.
Upload/Download to eVA does not function well with all users
5.
End users expectations not the same as requestor

5. Please describe your top five recommendations to improve your procurement processes.

1.
Simplified by consolidation of all submittals and approvals
2.
Single data entry to include associated documents and links.
3.
Standardized templates for terms and conditions
4.
Standardized templates for contracting in whole.
5.
Single location for posting, addendum, bid tab, award.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 999,999,999

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 2,900,000

Comments

Representative of all 9 Districts and Central Office, including salaries, fringes, office supplies, travel, etc.

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 1,600,000,000

Comments

Including construction and maintenance reported to DMBE

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Terms and Conditions are not specific to meet the needs and requirements of work on the public roadway.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	No	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	Only user reports, operator ID's, etc.
eProcurement (Formal solicitation & contract administration)	No	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input checked="" type="checkbox"/>	None
<input type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.

Interface with VDOT Equipment and Inventory systems

2.

Identify local vendors when requested

3.

allow for vendor SWAM or appropriate certification

4.

Interface with Financial Reporting requirements

5.

Remove requirement to use eVA if an existing ERP is in place

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☒ Agency procurement system

☒ Agency financial system

☒ Work order system

☒ Inventory system

☒ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

NO..Reason: VDOT has an "in house" ERP
Exception: when doing required QQPO in eVA

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

5 %

Entry of Agency system data into eVA

5 %

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

5 %

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	.0
Band - 3	37.6
Band - 4	63.0
Band - 5	25.0
Band - 6	.0
Band - 7	.0
Band - 8	.0
Band - 9	.0
Contracted Labor	.0

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 50,000

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

60

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

10 %

23. What percent of purchase orders require a change order?

Percentage (%)

8 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

60,324.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

1,850.00

Contracts In Place

3,165.00

Percentage Annual with Yearly Options

70 %

26. What processes are used to monitor vendor performance?

The ERP can track Receiving data against PO data.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
VDOT ERP tracking can identify delivery date, damaged goods and vendor complaint.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 22,000,000
of Users
1,221
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?

☐ Yes

☒ No

Comments

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31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Yes, For, Highway Construction and Maintenance Projects, VDOT is required to track expenditure data at a more granular level than eVA can provide. For example, FHWA or FEMA reimbursements require actual Route, County, Mile Post, Vendor, Truck, Operator, Inventory, UOM, etc. to validate the charge for any highway event.

32. If you have any other concerns or comments about this functional area, please include them here.

The survey reponses do not include professional services, and maintenance and construction contracts. The FTE numbers, etc. only reflect the purchase of goods and services by the Department.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☒ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
Use of eVA and the double entry required
2.
SWAM vendors and attempts a meeting compliance
3.
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4.
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5.
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5. Please describe your top five recommendations to improve your procurement processes.

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4.
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5.
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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 10,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

.....

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

.....

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)		
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	No	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	Yes	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
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2.
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**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☒ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

The redundant entry is for processing purchases into eVA. Internal systems are all electronic with forms signed using

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

10 %

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

.....

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

.....

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

.....

23. What percent of purchase orders require a change order?

Percentage (%)

.....

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

.....

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

.....

Contracts In Place

.....

Percentage Annual with Yearly Options

.....

26. What processes are used to monitor vendor performance?

--

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input type="radio"/>	<input type="radio"/>
Damaged Goods	<input type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input type="radio"/>
Price Changes	<input type="radio"/>	<input type="radio"/>
Partial Shipments	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
.....
of Users
.....
Greater than \$5,000
.....

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input checked="" type="radio"/> No
Comments
Electronic forms

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

Competing mandates and directives

2.

Using multiple systems for procurement related functions

3.

manual requisitioning process (paper requisitions)

4.

continual requests for data and information from external sources. Very time consuming retrieving and preparing data from multiple systems

5.

.....

5. Please describe your top five recommendations to improve your procurement processes.

1.

Implement electronic requisitioning. push out to end users

2.

Use one system for all purchasing related functions

3.

State should develop systems and/or data warehouses to capture and retain teh historical data, reports and reporting parameters

4.

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5.

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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 378,701

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 51,520,554

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

- 1)Long delivery times
- 2)Specific model numbers not on contract
- 3)Software revisions on contracts not current, up to date

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Plan to implement FY06 for certain commodity types
Reverse Auction	No	Plan to implement FY06 for certain commodity types

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?☒ None☐ VITA Technology Orders Only☐ Goods☐ Services

12. Please identify up to five improvements for eVA.

1.

Improve overall system speed, performance

2.

Remove 3-digit class code from NIGP commodity code search

3.

Portal tools don't work consistently

4.

Improve catalogues in general

5.

Punch out catalogues don't work consistently

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☒ Agency financial system

☐ Work order system

☐ Inventory system

☐ Contract management system

Other

Database tracking tools

14. Please describe any other supporting systems not previously listed.

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15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Some double data entry is required under certain circumstances. If order is not an Amex order(is a regular p.o.) then it must be entered in two systems. The way to fix this is to develop an interface from eVA to our ERP.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

3 %

Entry of Agency system data into eVA

6 %

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

6 %

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☒ Yes

☐ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.0
Band - 4	.6
Band - 5	1.0
Band - 6	1.4
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 4,238

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

4

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

10 %

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

1,359.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

191.00

Contracts In Place

660.00

Percentage Annual with Yearly Options

95 %

26. What processes are used to monitor vendor performance?

- 1)Delivery dates
- 2)Project mile stones
- 3)Project deliverables
- 4)Schedules
- 5)Timelines
- 6)Quality of goods and services
- 7)Under receipt, over receipt quantities, accurate invoices

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
1)Procurement system 2)Project reports 3)Visual testing 4)Testing and acceptance criteria 5)Number of service calls placed and how long service call remain open

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$) \$ 3,098,034 # of Users 200 # Greater than \$5,000 14

30. Are you using a manual or paper process for purchase requests?

☒ Yes

☐ No

Comments

want to move to electronic requisitioning

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

Purchasing staff is crosstrained in purchasing all required commodities.

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
Limitation placed on the use of American Express Card.
2.
Difficulty identifying SWAM vendors.
3.
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4.
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5.
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5. Please describe your top five recommendations to improve your procurement processes.

1.
Allow American Express Charges over the phone.
2.
Continue to identify and certify SWAM vendors.
3.
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4.
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5.
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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 1,344,848

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 23,275,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

There are no issues involving the use of statewide contracts, they are used extensively for the purchase of numerous commodities. Do not recommend grouping numerous commodities on one contract.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Not delegated to agency - purchases over \$50,000
Reverse Auction	No	No function in eVA at agency level.

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?☐ None☐ VITA Technology Orders Only☒ Goods☒ Services

12. Please identify up to five improvements for eVA.

1.
Continue to improve system to make more user friendly.
.....
2.
.....
3.
.....
4.
.....
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Yes, the eVA system does not interface with VSP mapper inventory system. When items are received they are manually entered into mapper system.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

15 %

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.5
Band - 5	3.0
Band - 6	1.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 700

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

5

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

%

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

3,000.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

15.00

Contracts In Place

15.00

Percentage Annual with Yearly Options

100 %

26. What processes are used to monitor vendor performance?

Each procurement officer is well trained in contract administration. All contracts are monitored very closely for vendor performance. The end user communicates with the procurement staff on vendor performance.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
The procurement staff communicates on a frequent basis with the end users, verbally and in writing.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 3,600,000
of Users
16
Greater than \$5,000
3

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input type="radio"/> No
Comments
Agency uses eVA Procurement System as total solution.

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None.

32. If you have any other concerns or comments about this functional area, please include them here.

None.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

with delegated SPCC end users

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

generalists assigned by work load

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
eva training to SPCC users
2.
working with eva idiosyncrasies
3.
increasing SWAM utilization
4.
assisting in transition of division of forensic science
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
develop interface between CARS and eva
2.
earlier involvement in process of conference/training procurements
3.
re-evaluate mandatory use of eva, often one size doesn't fit all situations.
4.
utilize more electronic approval work flow processes
5.
.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 0

Comments

Procurements are based on available funds as opposed to an appropriated amount.

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 9,200,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

If they are mandatory, DCJS obviously uses them as dictated. If they are optional, we may use them or we may elect not to use them for a variety of reasons such as not compatible with existing programs or to use a minority or woman owned business, etc.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	have not received training as of this time
Reverse Auction	No	no opportunities for use of this service

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	VITA Technology Orders Only
<input type="checkbox"/>	Goods
<input type="checkbox"/>	Services

12. Please identify up to five improvements for eVA.

1.
when changing RO1 default request type to a VITA code that it default the "bill to" address to VITA instead of having to go back in to line item and edit it
2.
eVA doesn't allow "negative" amounts to be entered for discounts, trade-ins, etc; it should
3.
search engines need to be improved & faster; commodity code search engine is very poor
4.
ad hoc orders; should be able to add vendor and vendor contact information all on the same screen
5.
if an order is edited after it has been approved; the previous approvers "fall out" of the process; and no AMS this is not a feature we want

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

have a rudimentary procurement system in place;were in the process of possibly procuring an ERP when eVA came; wish we had proceeded; rarely use other system now due to required use of eVA

14. Please describe any other supporting systems not previously listed.

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15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

SPCC (AMEX) orders are required to be entered into eVA and a lot of these types of orders don't lend themselves to eVA. Punchout catalog orders are fine but many other orders aren't practice. Why send in a magazine renewal to a company and then have to manually enter the order in to eVA as a non-catalog order? complete waste of time and this is just one example. This will become more of an issue as we train SPCC card holders how to use eVA since it is a requirement and will cause loss of productivity to a lot of the delegated end users.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.6
Band - 5	
Band - 6	.8
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,500

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

3

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

1 %

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

1,000.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

11.00

Contracts In Place

20.00

Percentage Annual with Yearly Options

90 %

26. What processes are used to monitor vendor performance?

we don't have many problems with vendor performance - luckily - so we deal with problems as they occur - why monitor something that we don't have a problem with?

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input type="radio"/>	<input checked="" type="radio"/>
Damaged Goods	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input checked="" type="radio"/>
Price Changes	<input type="radio"/>	<input checked="" type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>

28. How is vendor performance tracked for performance evaluation?

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 2,212,600
of Users
39
Greater than \$5,000
0

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
Also use eVA from start to finish - electronic ordering

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

32. If you have any other concerns or comments about this functional area, please include them here.

It should be noted that DCJS' Division of Forensic Science (DFS) that comprises approximately 2/3 of the agency's personnel will become an independent agency, the "Department" of Forensic Science, effective 7-1-2005. There is an MOU between DCJS & DFS for DCJS' procurement staff to perform that function for them until 7-1-2006.

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Division offices are given delegated authority on an as needed basis

2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
End-users procuring goods/services without completing proper paperwork
2.
incomplete specifications
3.
unrealistic delivery requirements
4.
.....
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
Additional training
2.
.....
3.
.....
4.
.....
5.
.....

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)
.....

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 137,250

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

.....

Comments

varies

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

High minimum requirements and high delivery charges on below minimum quantities
ordered
i.e. paper contract.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

- ☐ None
- ☒ VITA Technology Orders Only
- ☐ Goods
- ☐ Services

12. Please identify up to five improvements for eVA.

1.
faster order processing
2.
alphabetical listing of categories in dropbox
3.
accounting coding should be moved to the final step in the process.t
4.
.....
5.
.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☐ Contract management system

Other

.....

14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

For non-registered eVa vendors data that is required is not saved by the system when it is initially entered; therefore if we use the vendor again all information has to be re-entered.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

20 %

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.6
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 500

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

2

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

1 %

23. What percent of purchase orders require a change order?

Percentage (%)

1 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

50.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

1.00

Contracts In Place

16.00

Percentage Annual with Yearly Options

1 %

26. What processes are used to monitor vendor performance?

End-users comments.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
vendor complaint form filed.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 186,098
of Users
19
Greater than \$5,000
3

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
a purchase requisition form properly authorized/approved initiates the procurement of goods/services.

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

not sure

32. If you have any other concerns or comments about this functional area, please include them here.

#22 a purchase requisition form initiates the procurement process for goods/services and the agency purchase order is processed for orders over \$5,000.00.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☒ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
Finding a commodity code for purchased items
2.
Fulfilling Swam requirements
3.
Converting manual paper process to automated function
4.
.....
5.
.....

5. Please describe your top five recommendations to improve your procurement processes.

1.
Eliminate paper processing
2.
Empower more end users with SPCC
3.
Encourage more end users to be VCO certified
4.
Develop an online interactive web-site
5.
Disseminate procurement rules and regulations to end user promptly.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 364,600

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 40,000,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Timeliness, ARO and current competitive market value vs. the mandatory contract price. VEC vs open market furniture prices.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?☐ None☐ VITA Technology Orders Only☒ Goods☒ Services

12. Please identify up to five improvements for eVA.

1.

Standardizing for commodity code structure

2.

Expansion of ad-hoc reporting

3.

Continued enhancement to non-catalog order creation, i.e. ability to save non registered information

4.

Allow edit capability for receiving reports submitted in error

5.

.....

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☐ Agency financial system

☐ Work order system

☐ Inventory system

☐ Contract management system

Other

None

14. Please describe any other supporting systems not previously listed.

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15.

15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

N/A

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.1
Band - 4	.6
Band - 5	.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

3

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

10 %

23. What percent of purchase orders require a change order?

Percentage (%)

10 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

9,600.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

10.00

Contracts In Place

10.00

Percentage Annual with Yearly Options

10 %

26. What processes are used to monitor vendor performance?

End user contract administrators.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
End user contract administrators

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 1,864,000
of Users
136
Greater than \$5,000
110

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None to my knowledge.

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

Decentralized for procurements valued at \$5,000 and below. Over \$5,000 and more complicated procurements processed at central purchasing office.

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

Buyers are organized by a combination of commodity, function and organizational support.

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.

Increased need (which is not being met) for procurement training for end users, business managers, vendors, and buyers which would include Virginia Public Procurement Act (VPPA), Department of Gen. Services-Agency Procurement & Surplus Property Manual (DGS-APSPM), eVA, VITA, Small, Women, and Minority Owned Business (SWAM) and small purchase charge card initiatives.

2.

Need to fully automate procurement processes, to include internal authorization to expend funds & procure goods/services all the way through the payment process. Additionally, adding the statewide surplus property process to the system would be desirable.

3.

Integration and management of various purchasing policies and state initiatives such as eVA, SWAM, VITA, small purchase charge card use is lacking.

4.

eVA and financial systems are not integrated but need to be.

5.

Meeting the demands of increased reporting and studies.

5. Please describe your top five recommendations to improve your procurement processes.

1.
Provide more training to users and vendors by DGS, VITA, and DMBE.
2.
Completely automate the procurement process.
3.
Establish processes that will streamline procurement; integrate procurement related initiatives such as SWAM, eVA, Small Purchase Charge Card Use.
4.
Develop an internal contract (goods and services) database. An Excel spreadsheet is currently used and requires combining individual contract lists from districts and programs, which is inadequate. We need a database that contains detail contract information that interfaces with subsequent orders and the agency Financial & Administrative (F&A) system.
5.
Having Central Office Purchasing and General Services conduct procurement audits/reviews of agency work units.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 50,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 506,185

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 218,837,302

Comments

Amount includes purchasing for entire agency

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Issues include 1)requirements or scope of work;2) if it is a mandatory contract; 3) if it is cost effective, in terms of staff time, to use the Commonwealth contract rather than initiating a new contract; 4)ease of use; and 5)pricing.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	Deployed at the Central Purchasing Office and several field offices.
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	Not available for use by state agencies other than DGS.
Reverse Auction	No	Have not yet identified a specific application need.

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?

☐ None

☒ VITA Technology Orders Only

☒ Goods

☒ Services

12. Please identify up to five improvements for eVA.

1.
Increase training opportunities.
2.
Make system more intuitive and user friendly.
3.
Enhance system speed and reliability; and decrease error messages unrelated to end an user error.
4.
Establish ability to issue addendum to Quick Quote solicitations.
5.
Use one standard set of commodity codes (NIGP vs UNSPSC). Alphabetize list and/or provide more "user friendly" search capabilities.

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

☐ Agency procurement system

☒ Agency financial system

☐ Work order system

☒ Inventory system

☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.2
Band - 3	1.0
Band - 4	2.0
Band - 5	3.0
Band - 6	.5
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 1,100

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

7

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

4 %

23. What percent of purchase orders require a change order?

Percentage (%)

4 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

19,000.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

228.00

Contracts In Place

1,140.00

Percentage Annual with Yearly Options

70 %

26. What processes are used to monitor vendor performance?

Evaluate the contract reports, deliverables and terms and conditions against their performance; conduct an annual performance review before contract renewal; File Vendor Complaint Forms/Cure letter/etc. as prescribed by DGS if there are recurring problems.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
<p>A contract administrator is assigned to each term contract, who is typically the program/project manager responsible for ensuring satisfactory performance based on the terms, conditions, and scope of work. Because of the decentralized approach within the agency, the administrative staff (or designee) in the work unit verifies the receipt of goods against the purchase order before payment is initiated.</p>

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
<p>Total Annual Procurement Spend (\$)</p> <p>\$ 9,500,000</p> <p># of Users</p> <p>251</p> <p># Greater than \$5,000</p> <p>0</p>

30. Are you using a manual or paper process for purchase requests?
<input type="radio"/> Yes
<input type="radio"/> No
Comments
Both

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
Appropriation Act, Virginia Public Procurement Act, APSPM, Federal grant requirements.

32. If you have any other concerns or comments about this functional area, please include them here.
<p>VDH has a centralized and decentralized purchasing system; central office and other agency offices (districts, program offices, statewide office locations) work in partnership.</p> <p>#6. Delegation for goods is \$50,000; unlimited for purchase of services.</p> <p>#18 \$1,100 represents the FY 05 budget for the Office of Purchasing and General Services only.</p> <p>#19 This figure represents only the Office of Purchasing and General Services staff with procurement certifications.</p> <p>#27 The number of Procurement Card users and the Procurement Card spend represents agencywide numbers, rather than just the central office</p>

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

Some purchasing is handled at local offices

2. How are professional buyers organized?

- ☐ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

The District does not have any professional buyers

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☐ Yes
- ☒ No

4. Please describe the top five procurement issues and problems you face today.

1.
Limited resources available at local level to comply with procurement guidelines and requirements e.g. SWAM and WAM vendors, registering eVA vendors
2.
On going eVA system problems e.g. system not always available
3.
Lack of sufficient training for eVA Vendors
4.
Duplication of payment process. Payment information is entered into eVA but then user is also required to input into the internal accounting system when paying vouchers.
5.
Districts must ATV (transfer funds) to the VDH Central Purchasing Office for district purchases made by the central office buyers using small purchase charge cards.

5. Please describe your top five recommendations to improve your procurement processes.

1.
Initiate pricing agreements with SWAM vendors, otherwise their prices are higher and not utilized
2.
Make punchout catalogs more appealing to vendors to set up to decrease time in entering and ordering non catalog items
3.
Access eVA orders via purchase order number rather than purchase requisition number
4.
Integrate the accounting and payable process with CARS and the Voucher systems
5.
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6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 5,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 0

Comments

We do not develop a budget for the procurement function, we have one local employee dedicated to the purchasing function with support from the Accountant and Business Manager

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 262,000

Comments

This is for the first ten months of FY 2005

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Quality of product
Time constraints
Product availability
Selection

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	No	Minimal transactions over the \$5,000 limit
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	
Reverse Auction	No	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?☐ None☒ VITA Technology Orders Only☒ Goods☒ Services

12. Please identify up to five improvements for eVA.

1.
Make punchout catalogs more appealing to vendors to set up to decrease time in entering and ordering non catalog items
2.
More detailed reports and adhoc reporting are needed at the District level as current reports are on an Agency level
3.
Have Vendors incorporate shipping costs into eVA
4.
Punchout catalogs should be alphabetized by Vendor
5.
Provide search capabilities by a common name rather than commodity code, District users are not professional buyers and know items by names rather than commodity code

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☐ Agency financial system
- ☐ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

The District does not use any supporting systems

14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

Yes in payment processing. Users must enter accounting information into eVA when placing the order and then have to enter the same information into the Agency Voucher System when paying the invoice. This duplication would be eliminated if eVA was used through the payment process.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

20 %

Entry of Agency system data into eVA

Entry of Agency data into other non-Agency systems

Entry of Agency data into other Agency systems

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.5
Band - 4	.3
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.0

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 0

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

0

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

75 %

23. What percent of purchase orders require a change order?

Percentage (%)

2 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

500.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

14.00

Contracts In Place

56.00

Percentage Annual with Yearly Options

52 %

26. What processes are used to monitor vendor performance?

No written procedures. Based on prior experience with the vendors.

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input type="radio"/>	<input checked="" type="radio"/>
Damaged Goods	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input checked="" type="radio"/>
Price Changes	<input type="radio"/>	<input checked="" type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>

28. How is vendor performance tracked for performance evaluation?
No formal tracking for performance evaluation. Based on prior experiences with vendors.

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
Total Annual Procurement Spend (\$)
\$ 221,000
of Users
6
Greater than \$5,000
4

30. Are you using a manual or paper process for purchase requests?
<input checked="" type="radio"/> Yes
<input type="radio"/> No
Comments
.....

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not that we are aware of.

32. If you have any other concerns or comments about this functional area, please include them here.

The survey was completed based on changing the word Agency to District in all questions. The dollar amounts used in responses to questions 8 & 28 are 10 month figures for FY 2005. The answer to question 29 is based on having 4 users that have an monthly total amount in excess of \$5,000. No individual has a transaction amount limit in excess of \$5,000. The contracts included in question number 24 include equipment leases, MOU's, and the Local Cooperative Agreements

1. How is your procurement organization structured?

- ☒ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☐ Highly Distributed (end user procurements)

Comments

DGS has a centralized procurement unit that process all purchase requests greater \$5K. Delagation has been given to Cost Code Managers to approve all eVA purchase transactions up to \$5K. AMEX cardholders have been given a \$5K transaction delagation.

2. How are professional buyers organized?

- ☐ By Commodity
- ☒ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
eVA upgrades that cause system and functional use problems.
2.
eVA Customer Care response when problems or issues are identified to the contractor
3.
The requirement to obtain a quote from a small, women-owned or minority business for purchases less than \$5K
4.
The requirement to obtain goods or services as a point-of-sale purchase instead of having the ability to place orders via fax or telephone
5.
Empowering procurement professionals to make decisions and seek professional development

5. Please describe your top five recommendations to improve your procurement processes.

1.
Provide more training to end-users
2.
Stop being re-active and become more pro-active
3.
Conduct eVA testing in a live environment
4.
Remove the requirement to advertise formal solicitations (RFPs)
5.
Remove the requirement to justify the use of a Request for Proposals

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 100,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 525,115

Comments

.....

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 49,000,000

Comments

.....

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

Minimum Order Quantity, Mandatory/Optional Use, Non-Competitive Pricing and Delivery Schedules.

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?

	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	Yes	
Reverse Auction	Yes	

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?☐ None☐ VITA Technology Orders Only☒ Goods☒ Services

12. Please identify up to five improvements for eVA.

1.
Speed
2.
Better browsing feature (Search Engines)
3.
Notification from vendor to confirm order receipt
4.
More Punchout Catalogs
5.
Reduce some of the windows

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☐ Agency procurement system
- ☒ Agency financial system
- ☒ Work order system
- ☐ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

No.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

%

Entry of Agency system data into eVA

%

Entry of Agency data into other non-Agency systems

%

Entry of Agency data into other Agency systems

%

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	2.0
Band - 3	
Band - 4	2.0
Band - 5	18.0
Band - 6	5.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 4,300

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

6

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

15 %

23. What percent of purchase orders require a change order?

Percentage (%)

15 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

7,148.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

54.00

Contracts In Place

163.00

Percentage Annual with Yearly Options

65 %

26. What processes are used to monitor vendor performance?

Questionnaires, Vendor Surveys, Vendor Visits

27. Do you monitor vendor's performance in connection with:		
	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Shipping	<input checked="" type="radio"/>	<input type="radio"/>
Incorrect Invoicing	<input checked="" type="radio"/>	<input type="radio"/>
Price Changes	<input checked="" type="radio"/>	<input type="radio"/>
Partial Shipments	<input checked="" type="radio"/>	<input type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?
<p>Delivery Schedule Compliance, Specification Compliance, Product Quality and Tasks Completion. Contract Administrator and Monitors are given the responsibility to track performance and report to the Contracting Officer.</p>

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?
<p>Total Annual Procurement Spend (\$)</p> <p>\$ 5,609,340</p> <p># of Users</p> <p>76</p> <p># Greater than \$5,000</p> <p>1</p>

30. Are you using a manual or paper process for purchase requests?

☒ Yes

☐ No

Comments

Internal Purchase Request

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

The Virginia Public Procurement Act 2.2-4300

32. If you have any other concerns or comments about this functional area, please include them here.

1. How is your procurement organization structured?

- ☐ Centralized (at one location)
- ☐ Decentralized (regional purchasing offices)
- ☒ Highly Distributed (end user procurements)

Comments

.....

2. How are professional buyers organized?

- ☒ By Commodity
- ☐ By Procurement Function (Solicitation, Contract Management, etc)
- ☐ Organizational Unit Supported

Other

.....

3. Do you participate in multi-Agency contracts involving combined requirements (cooperative procurements)?

- ☒ Yes
- ☐ No

4. Please describe the top five procurement issues and problems you face today.

1.
eVA MANDATES
2.
VITA DISFUNCTIONALITY
3.
SWAM MANDATES
4.
AMX MANDATES
5.
SINGLE QUOTE LIMIT NO LONGER EXIST

5. Please describe your top five recommendations to improve your procurement processes.

1.
MODIFY ABOVE MANDATES TO STREAMLINE PROCUREMENT PROCESS FOR TIMELY DELIVERY OF GOODS
2.
eVA NOT USER FRIENDLY
3.
AMX/eVA REQUIREMENT ONLY ALLOWS POINT OF SALE
4.
FIREWALL RESTRICTIONS BE VITA INHIBIT ACCESS TO VENDOR AND PRODUCT INFORMATION RELATED TO NUMEROUS COMMODITIES/REQUIREMENTS
5.
SWAM: AGENCY SHOULD BE GIVEN CREDIT FOR SOLICITATION OF SWAM VENDORS.

6. Much of the relationship between your Agency and the Department of General Services is governed by your procurement delegation. What dollar value is your delegation authority level?

Delegation (\$)

\$ 100,000

7. What is the operating budget of the procurement function within your Agency?

Budget (\$)

\$ 1,288,692

Comments

ABOVE INCLUDES PROCUREMENT, INVENTORY CONTROL, MAIL ROOM SERVICES AND WAREHOUSE

8. How much does your agency spend annually on goods and services not exempt from the VA Public Procurement Act? Include spend from all funds.

Annual Spend (\$)

\$ 46,000,000

Comments

ABOVE FIGURE IS FOR 4 STATE AGENCIES THE PROCUREMENT DEPARTMENT SERVICES

9. Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?

MANDATORY SOURCES I.E.: CORRECTIONS AND VIB ARE NOT COST EFFECTIVE TO THE COMMONWEALTH - PRIVATE INDUSTRY CAN SUPPLY BETTER QUALITY, DELIVERY AND PRICING. EXAMPLE: FURNITURE - PENS

10. Does your Agency make use of the complete suite and functionality of eVA? If not, why?		
	Yes / No	Comments
Shop Now (eVA email)	Yes	
Quick Quote (Informal solicitation)	Yes	
Reports & Documents (Purchasing reports and documents)	Yes	
eProcurement (Formal solicitation & contract administration)	No	HAS NOT BEEN ROLLED OUT TO AGENCY LEVEL
Reverse Auction	No	HAS NOT BEEN ROLLED OUT TO AGENCY LEVEL

11. Does your Agency use eVA's receipt functions? If so, for what type of purchases?	
<input type="checkbox"/> None	
<input checked="" type="checkbox"/> VITA Technology Orders Only	
<input type="checkbox"/> Goods	
<input type="checkbox"/> Services	

12. Please identify up to five improvements for eVA.

1.
NEEDS TO BE USER FRIENDLY/BETTER CUSTOMER SERVICE WITH PROBLEMS
2.
SYSTEM CRASHES OFTEN/AVAILABILITY OF INTERNET SERVICE AND BACK UP SERVICE
3.
DUPLICATE ORDERS/AGENCY E-MAIL ADDRESS TOO LONG FOR MOST VENDORS THEN THEY WILL NOT PROCESS OUR ORDERS
4.
DECREASE THE NUMBER OF STEPS TO ENTER ORDERS
5.
BUYER TRAINING ON VENDOR SIDE - VENDORS DO NOT SEE THE SAME FORMAT AS THE BUYERS

**13. Are there supporting agency systems used to meet your agency's procurement needs?
Please check those that apply.**

- ☒ Agency procurement system
- ☒ Agency financial system
- ☐ Work order system
- ☒ Inventory system
- ☐ Contract management system

Other

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14. Please describe any other supporting systems not previously listed.

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15. Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.

DOUBLE ENTRY - DIRECT ORDERS TO VDC THROUGH eVA FOR SVTC TO STOCK REQUIRE A FMSII DOCUMENT TO UPDATE INVENTORY AND FOR PAYMENT PURPOSES.

16. Based on your answer to the previous question, please estimate the percentage of time your procurement staff is engaged in redundant data entry.

Entry of eVA data into Agency Financial Systems

15 %

Entry of Agency system data into eVA

.....

Entry of Agency data into other non-Agency systems

.....

Entry of Agency data into other Agency systems

.....

17. Do you use an automated system for three-way match (PO, receiving document, invoice)?

☐ Yes

☒ No

18. If yes, what percentage of three-way matches/invoice reconciliation is manual?

.....

19. For the process of Goods and Services Acquisition in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	6.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

20. What is the procurement training budget for the Agency?

Budget (\$)

\$ 6,800

21. Please provide the number of Agency employees with professional procurement certifications. (VCO, NIGP, CPPM, etc)

of Employees

7

22. What percentage of invoices vary from purchase order amount and/or receipt quantity?

Percentage (%)

2 %

23. What percent of purchase orders require a change order?

Percentage (%)

5 %

24. How many purchase orders are issued annually by your Agency?

of Purchase Orders

8,100.00

25. Please provide the approximate number of contracts created each year by your Agency, the number of current contracts in place, and the approximate percentage of these contracts that are annual with yearly options.

Contracts Created

150.00

Contracts In Place

150.00

Percentage Annual with Yearly Options

33 %

26. What processes are used to monitor vendor performance?

SUBMISSION OF VENDOR CONTRACT COMPLIANCE REPORT SUBMITTED
TO PROCUREMENT BY DEPARTMENTAL CONTRACT ADMINISTRATOR

27. Do you monitor vendor's performance in connection with:

	Yes	No
On-time delivery	<input checked="" type="radio"/>	<input type="radio"/>
Damaged Goods	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Shipping	<input type="radio"/>	<input checked="" type="radio"/>
Incorrect Invoicing	<input type="radio"/>	<input checked="" type="radio"/>
Price Changes	<input type="radio"/>	<input checked="" type="radio"/>
Partial Shipments	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>

28. How is vendor performance tracked for performance evaluation?

PRIOR EVALUATIONS SUBMITTED BY DEPARTMENTS AND THROUGH
CONTRACT EVALUATION FORMS SUBMITTED BY CONTRACT
ADMINISTRATORS

29. What is the total annual Procurement Card spend and number of Procurement Card users in your Agency? How many of those have a limit greater than \$5000?

Total Annual Procurement Spend (\$)

\$ 2,715,836

of Users

176

Greater than \$5,000

0

30. Are you using a manual or paper process for purchase requests?

☐ Yes

☒ No

Comments

ELECTRONIC FMSII GENERATED REQUEST

31. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

NO

32. If you have any other concerns or comments about this functional area, please include them here.

SVTC PROCUREMENT DEPARTMENT IS RESPONSIBLE FOR THE PROCUREMENT AND MATERIALS MANAGEMENT FUNCTION FOR 4 STATE AGENCIES INCLUDING SOUTHSIDE VA TRAINING CENTER, HIRAM W. DAVIS MEDICAL CENTER, CENTRAL STATE HOSPITAL, AND THE VIRGINIA CENTER FOR BEHAVIORAL REHABILITATION. THE ABOVE ANSWERS RELATE TO ALL 4 SOUTHSIDE CAMPUS AGENCIES.